

Transition of Care from UnitedHealthcare to Blue Shield of California



**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being



Agenda

1. Stay informed with SFHSS Monthly eNews
2. How to reach the Health Service Board (HSB)
3. Blue Shield's Mission & North Star
4. Medicare PPO Plan Highlights
5. In-Network vs. Out-of-Network Providers
6. Pharmacy Benefits
7. Acupuncture & Chiropractor
8. Additional Benefits
9. Blue Shield's Dedicated Website for SFHSS Members
10. Transition of Care
11. Pharmacy Drug Transition
12. Behavioral Health & Well-Being Transition

Sign-up for SFHSS Monthly eNews

The screenshot shows a web browser window with the URL `sfhss.org/sign-eNews`. The page header includes the San Francisco Health Service System logo and navigation links such as "About Us", "FAQ", "Board", "Calendar", "eNews", "Address Change", and "Contact Us". Below the header, there are links for "Your Benefit Plans", "Enrolling & Making Changes", "Using Your Benefits", "EAP", and "Well-Being". The main content area features the heading "Register for the SFHSS newsletter Today!" and the San Francisco Health Service System logo with the tagline "Affordable, Quality Benefits & Well-Being". A registration form is present with fields for "Email", "First name", "Last name", and "EmpId". A CAPTCHA widget is also included. A large "e News" logo is displayed on the right side of the form.

The screenshot shows an email titled "August 2024 eNews" from "San Francisco Health Service System <HSS.Noreply@sfc...>". The email content includes the "e News" logo and the text "SAN FRANCISCO HEALTH SERVICE SYSTEM". The main heading is "August 2024 eNews". Below this is a photograph of hands typing on a laptop. The section is titled "Executive Director's Message" and contains text about back-to-school time, eye exams, and National Immunization Awareness Month. A "READ MORE" button is located below the text. At the bottom, there is a photograph of the California State Capitol building and a section titled "Health Service Board (HSB) Meeting" with the text "The August HSB Regular Board Meeting is on Thursday, August 8, 2024 at 1:00 p.m." and an "HSB CALENDAR" button.

Health Service Board (HSB)



- Regular Health Service Board meetings are on the Second (2nd) Thursday of every month
- The topics the board will discuss is in the agenda that gets posted on the Friday before the HSB meeting
- Members are encouraged to attend in-person or call-in to listen and participate in all meetings
- You can write to the board at health.service.board@sfgov.org or call (628) 652-4646.
- You can also write to the Board Secretary, Holly Lopez, at holly.lopez@sfgov.org



SFHSS
Blue Shield Medicare (PPO)
Plan Highlights



Our North Star

To create a healthcare system that is worthy of our family and friends and sustainably affordable.

How we'll get there

Create a personal, high-quality experience

Serve more people

Be financially responsible

Be a great place to do meaningful work

Stand for what's right

Be digital-first; make health care simple

Who we are

Human. Honest. Courageous.



Medicare PPO Plan

Freedom and flexibility

This plan gives you the freedom to choose doctors and hospitals from our broad PPO network and the flexibility to seek care outside the network.



Plan highlights

- ✓ Freedom to choose. Access care from both in-network and out-of-network Medicare participating providers.
- ✓ No to low copay for most Medicare covered services
- ✓ \$0 deductible for most covered Medicare services
- ✓ Self-referral to specialists – no need to see your Primary Care Physician (PCP) first.
- ✓ Access to virtual health care with Teladoc doctors who can treat many medical issues.
- ✓ Coverage for medical care across the United States and for urgent and emergency care anywhere in the world.

Customer Service at (800) 370 - 8852 (TTY 711) 8 a.m. to 8 p.m. PST, seven days a week, year-round.

Blue Shield Medicare (PPO) plan gives you flexibility and choice

In-network

- INCLUDES the doctors, medical groups, hospitals, and other healthcare facilities that have an agreement with us to deliver covered services to members in our plan.
- **What do you need to pay?**
 - You only pay your copay, and your provider will bill us for the rest of your covered services.
 - You can find in-network providers at [blueshieldca.com/sfhss](https://www.blueshieldca.com/sfhss).

Out-of-network

- INCLUDES all providers that participate in Medicare nationwide.
- **Can I see any out-of-network doctors?**
 - You can see any healthcare provider nationwide that participates in Medicare and is willing to treat you and bill us.
 - **TIP:** If your doctor says they will not accept the plan, reach out to us and we will contact them to explain your coverage and request that they bill Blue Shield or their local Blue plan.

Customer Service at (800) 370 - 8852 (TTY 711) 8 a.m. to 8 p.m. PST, seven days a week, year-round.

Blue Shield Medicare (PPO) plan Benefits at-a-Glance

	In-network	Out-of-network
Medical deductible	Individual: \$0	Individual: \$0
Calendar-year out-of-pocket maximum	\$3,750	\$3,750
PCP visit	\$5	\$5
Specialist	\$15	\$15
Lab work	\$0	\$0
Teladoc (medical)	\$0	\$0
Outpatient surgery in hospital	\$100	\$100
Inpatient hospitalization	\$150	\$150
Emergency care	\$65	\$65
Hearing aid	\$2,500 per ear, every 3 years	\$2,500 per ear, every 3 years
	Pharmacy Network	
Retail drug copayments (30-day supply)*	\$5 (Tier 1 Generic Drugs) / \$20 (Tier 2 Preferred Brand Drugs, \$45 (Tier 3 Non-Preferred Drugs) / \$20 (Tier 4 Specialty Tier Drugs)	
Home Delivery copayments (100-day supply)	\$10 (Tier 1 Generic Drugs) / \$40 (Tier 2 Preferred Brand Drugs) / \$90 (Tier 3 Non-Preferred Drugs)	
* The amounts listed are for retail in-network preferred cost sharing pharmacy (30-day supply).		

How to get started with Blue Shield pharmacy benefits

Find a network pharmacy:

1. Visit blueshieldca.com/sfhss
2. Navigate to Retirees with Medicare "View Health Plan" and then scroll down to Pharmacy resources
3. Choose a pharmacy based on medication type and costs

Retail pharmacies

- Includes: Kroger, Lucky (Save Mart), Rite Aid, Sam's Club, Walgreens and Walmart
- 30-day supply
- 100-day supply (maintenance medications)

Home delivery and Pharmacies that offer preferred cost sharing

- 100-day supply for maintenance medications, for the cost of only two 30-day copayments
- Amazon Home Delivery
- National locations include Albertsons, Costco, CVS Pharmacy, Target, Safeway, Vons, and Walmart

Specialty pharmacy

- 90-day supply for specialty medications

Customer Service at (800) 370 - 8852 (TTY 711) 8 a.m. to 8 p.m. PST, seven days a week, year-round.

Acupuncture and Chiropractic benefits



- You are covered for acupuncture and chiropractic services*, for a \$15 copay up to 24 visits each, per member per calendar year
- Acupuncture and chiropractic benefits are provided through a contract with American Specialty Health Plans of California, Inc. (ASH Plans)
- To find an ASH acupuncturist or chiropractor
- Go to blueshieldca.com/find-a-doctor
- For Acupuncture services performed outside of California, contact the Blue Shield's dedicated Customer Service at **(800) 370-8852** for assistance

*Non-Medicare covered services

Additional Benefits



Vision

\$15 copay for 1 exam every 12 months



Transportation

Transportation for non-emergent services to health-related locations, e.g., physician office visits (24 one-way trips per year)



Personal Emergency Response System (PERS)

A medical alert monitoring system that provides access to help 24/7, at the push of a button



Home Meal Delivery

30 meals and 16 snacks per discharge from inpatient hospital or skilled nursing facility



Silver Sneakers Fitness

Complimentary gym membership, community classes, and online programs

Customer Service at (800) 370 - 8852 (TTY 711) 8 a.m. to 8 p.m. PST, seven days a week, year-round.

Access health plan information 24/7

- Overview of Blue Shield plans
- Links to find in-network doctors
- Plan benefit documents
- Details on programs & services
- www.blueshieldca.com/sfhss

SAN FRANCISCO
HEALTH SERVICE SYSTEM

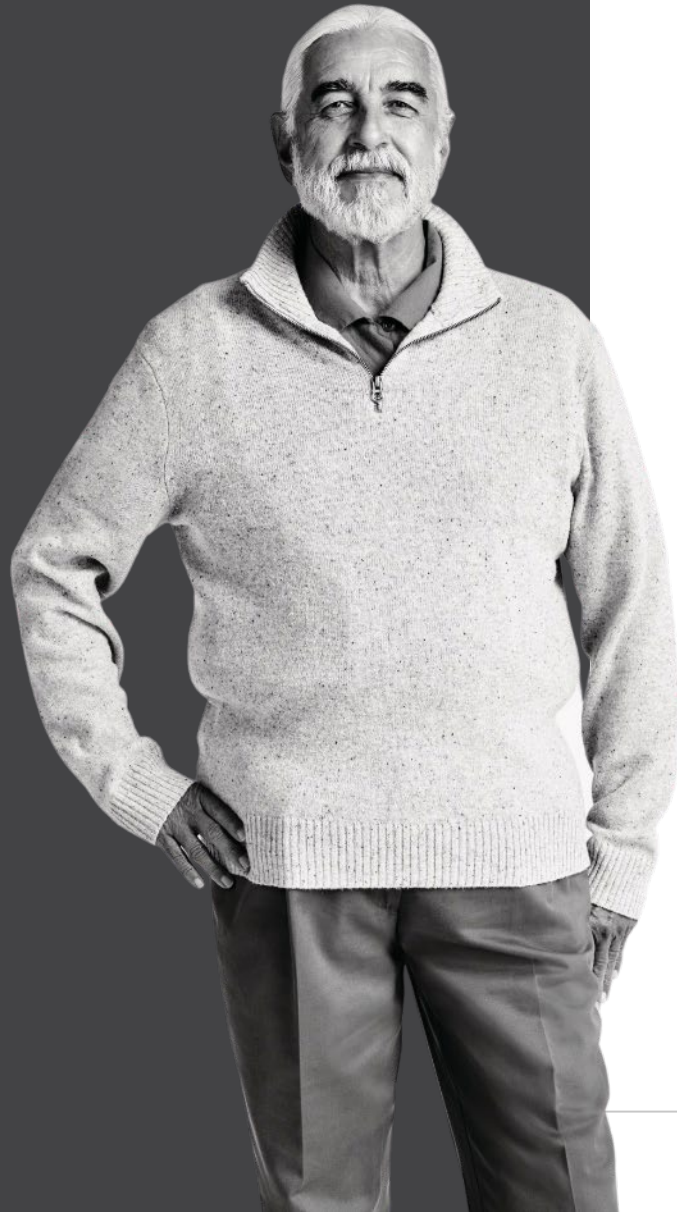
WELCOME SFHSS
RETIREE MEMBERS

Call our dedicated Customer Service line to learn more about your Blue Shield Medicare Advantage Prescription Drug (MAPD) PPO plan (800) 370-8852



Customer Service at (800) 370 - 8852 (TTY 711) 8 a.m. to 8 p.m. PST, seven days a week, year-round.

Medical Transition of Care



- Members have direct access to Blue Shield's highly trained and certified team of Medicare experts at (800) 370 - 8852 available 7 days a week 8am-8pm PT*, to provide any information and help they need
- Support from Care Navigators to help with appointment scheduling and care coordination
- Proactive communication for targeted outreach to facilitate medical care prior authorization.
- Access to dedicated Pharmacy support including Pharmacy Technicians

* Only closed on Thanksgiving day and Christmas day



Pharmacy Drug Transition

- Blue Shield Pharmacy Implementation team will work closely with SFHSS and OptumRx to ensure a seamless transition.
- Blue Shield is requesting historical member level information from OptumRx to support proactive member transition, outreach and communication.
- Existing open refills for Home Delivery and Specialty Pharmacies will be transferred with member enrollment support to ensure continuous medication access.
- A concierge team at (800) 370 - 8852 with pharmacy benefit specialists is available to support member inquiries about the Blue Shield Pharmacy benefit and network.
- Proactive communication with educational materials for targeted outreach to facilitate formulary transition and mitigating disruption.



Behavioral Health & Well-Being Transition

- Educate members on Behavioral health benefits.
- Ensure continuity of care for those currently seeking and/or receiving behavioral health and substance abuse services.
- Educate members on Blue Shield's well-being programs and services, including Silver Sneakers.
- Contact Blue Shield's highly trained and certified team of Medicare experts at (800) 370 - 8852 for further information.

Blue Shield Kudos

Joseph from San Francisco shared that JC was courteous and helped him with his concerns with benefits and current medications that put his mind at ease.

Faima from San Francisco shared that Naomi was professional, nice and caring and helped me out with all my questions on my new upcoming plan with BSC.

Frank from Idaho shared that he spoke to Dania and she helped me for about 20 minutes and couldn't have been nicer answering all my questions I had for me and my wife. Dania was fantastic.

Janet from San Carlos shared that when she called in, she spoke to Latrice about moving over to Blue Shield and was on the phone with her for 20 minutes. Janet went on to share how calm, patient and very professional Latrice was and let her take her time to ensure all her questions were answered.

Customer Service at (800) 370 - 8852 (TTY 711) 8 a.m. to 8 p.m. PST, seven days a week, year-round.



Thank you